



IMUA POLENISIA

NEWS FROM THE POLYNESIAN CULTURAL CENTER

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Elder Howard W. Hunter Sustained New Church President



Elder Howard W. Hunter was named this week the 14th President of the Church. At 86 years of age, he is the first latter-day prophet, seer and revelator born in the 20th century.

President Hunter has spent more than three decades in full-time Church service. An important 11-year calling was his service as Chairman of the PCC Board from 1964-75.

He last visited the Center in 1990 accompanied by his present wife, Inis, who enjoyed her first trip to Hawaii. He remarked then at how much the Center had changed and he particularly enjoyed renewing friendships with many of the Center's employees. He paid particular tribute to the faith and devotion of all the people of the Pacific.

During a special honorary tour of the villages, President Hunter was gifted with Polynesian tokens of love and respect. He was overwhelmed by the hospitality and repeatedly expressed: "Wonderful. . . . Just wonderful!"

PRESIDENT'S MESSAGE



Lester W.B. Moore

We have witnessed historical changes in the Church these past two weeks with the passing of President Ezra Taft Benson and the announcement of our new prophet, seer and revelator, President Howard W. Hunter. The changes have been observed worldwide. It is nice to note the positive comment in *Newsweek* this past week: "...the Church of Jesus Christ of Latterday Saints remains vibrant. Its sedulous missionary work has made what seemed to be a quintessentially American faith extraordinarily successful both at home and overseas."

We are most grateful for our testimonies and I know for a surety we are led and directed by a living Prophet of the Savior.

We are also very grateful the Polynesian Cultural Center is led by two Apostles of the Lord, Elder Dallin H. Oaks, our Board Chairman, and Elder Joseph B. Wirthlin, our Vice Chairman.

Changes will continue to come about for all of God's children. With thoughtful and prayerful consideration, the changes can result in joy and personal satisfaction.

At the Center, changes are challenges which can enrich our fellow workers, families and communities.

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PCC Mourns President Benson's Death

PCC employees were shocked at the news Memorial Day that President Ezra Taft Benson died of congestive heart failure at his home in Salt Lake City at the age of 94.

President Benson became the Church's 13th prophet, seer and revelator in 1985 when its membership was 6 million. It has grown to its present membership of over 8.8 million.

President Benson was ordained an apostle in 1943, and served 12 years as President of the Council of the Twelve. He also served as U.S. Secretary of Agriculture from 1953-1961.

President Benson last visited Laie in May of 1986 when he presided over the Mother's Day Regional Conference in the Cannon Activities Center.

His teachings about the importance of families really helped me and my children stay close to the Lord," said Sela Feinga, Manager of the Mission Complex.

"There are so many things I want to achieve but if I follow his teachings such as reading the Book of Mormon daily and apply them in the same spirit in the pursuit of my career and future life, I know I will be successful," added

Lupe Akau from Human Resources.

"In the nine years President Benson has been president of the Church, I have read the Book of Mormon 13 times. His admonition to read it truly inspired me," added Brooke Howells, Demonstrator/Guide in PCC's New Zealand Islands.

"Hawaii always had a special place in both President and Sister Benson's lives. She served a mission here. But they also had much aloha for the saints in all the islands of the Pacific," commented Palauni Ma Sun, Administrative Assistant to Senior Vice President, David Hannemann.

The funeral services for President Benson were held last Saturday in the Salt Lake Tabernacle and beamed by the Church television network world-wide. He was buried beside his late wife, Flora, in his home town of Whitney, Idaho.



President Benson greets the Saints of Hawaii at the Mother's Day Conference in 1986.

THE SPIRIT OF THE POLYNESIAN CULTURAL CENTER

Kudos to Kahuku High Valedictorian

We congratulate Concessions employee **Laura Walker** chosen one of two valedictorians by Kahuku High School. She was a runner-up also in English for Sterling Scholar, honored by the Honolulu Advertiser as the top student from Kahuku at a special dinner with Hawaii Governor **John Waihee**, and a recipient of a four-year Trustee Scholarship from BYU-Provo.

Grandson's Visit Brings Memories of Edward Clissold

Clifford Clissold recently visited the Polynesian Cultural Center and his presence reminded "old timers" of the important role his grandfather **Edward Clissold** played in the conception and construction of the Center.

Through Clissold's tireless efforts as a community leader and faith in the Polynesian people, the Center became a reality.

He was fluent in Hawaiian and spent many years in Laie serving as Hawaii Temple President, Oahu Stake President and Manager of Zion Securities. Clissold also served as a PCC Board Member.

President's Message continued...

To meet these new challenges the Center has now certified five managers to cross facilitate and train frontline employees, supervisors, and managers in leadership skills, communications abilities, and quality control. This was coordinated by our Human Resources Department and we thank Senior Vice President John Muaina and his staff.



SPOTLIGHT

PCC: The ultimate in location sites

Few places in Hawaii can boast of having hosted Elvis Presley—and MTV's Pauly Shore.

But the Polynesian Cultural Center can, and this as much as anything reflects the range of appeal the Center has sustained in the film and video industry for over 30 years.

Viewing audiences may identify Hawaii by Diamond Head and Aloha Tower, but the Polynesian Cultural Center receives just as much, if not more, attention from producers seeking location sites.

The Center offers a combination of natural Polynesian beauty and a wide variety of on-site locations—an advantage film and video crews have utilized since the Center opened in 1963. Among the Center's early credits is 1964's *Paradise Hawaiian Style* starring the King of Rock 'n Roll.

Set on 42 acres of North Shore real estate, the Center is the only place in the world with the environment and culture of Polynesia's seven "islands" in one location.

All these settings—Fiji, the Marquesas, New Zealand, Samoa, Tahiti, Tonga, and Hawaii—use lagoons and tropical fauna to maximize each location's uniqueness. This has always appealed to production companies.

Said Reg Schwenke, the Center's senior vice president of communications:

"The Center has hosted an incredibly wide range of productions—from feature films to network TV to CNN—and that's just the ones from America.

"We have had crews here from all over the world, including Canada, Japan, Asia and Europe.

"And we have been the site for numerous projects with specific purposes. For example, the Center was used for an in-flight video for Northwest Airlines.

"A Japanese film crew used our facilities to do background footage on sumo wrestling champion Konishiki in preparation for his televised wedding in Japan."

The Center enjoys some of Oahu's best

weather: Beaches, pounding surf and tranquil surroundings that typify Oahu's North Shore are nearby.

Instead of making the one-hour commute from Honolulu, crews on overnight shoots have the option of staying at the Roadway Inn next door or the Turtle Bay Hilton a short drive away.

When asked, the Center's personnel will help production crews—particularly those from overseas—arrange for transportation to the Center. The Center provides production crews with access to food and beverages, video production services and historical and cultural information. The Center works with crews in helping them film the Center's ongoing events: craft-making, cultural demonstrations, and the world's largest Polynesian revue complete with dancers and performers from all seven of the Center's Polynesian "islands."

Many of the entertainers frequently work as extras because of the authenticity they provide.

This willingness to assist production crews goes all the way to the top.

Said Lester Moore, president of the Polynesian Cultural Center, "Our track record speaks for itself. We have worked with hundreds of crews for more than 30 years, and our people are keenly aware of the things crews require when filming in Hawaii.

"We welcome the opportunity whenever a producer contacts us about doing some location shooting at the Center.

"We offer a very controllable, secured environment for film and video crews.

"But perhaps more significantly, we are committed to helping production crews make their project a success.

"It makes for good business—not only for the production companies that want to turn out the best possible product but also for the State of Hawaii."



Schwenke

From: *Viewfinder*,
Hawaii State Film Office Newsmagazine,
March/April 1994, p.5

J MAX



This drawing of the IMAX Theater by Matt Dykes of Ben Parker School (Kaneohe) accompanied his letter saying how much he liked the experience.

DRUMS OF POLYNESIA

Bits and Pieces...

Special Visitors

Princess Siuilikutapu, oldest daughter of Prince Tuipelehake of Tonga... **Keith Gullede**, director Covey Leadership Center... Hawaii legislators including **Rep. Calvin Say**, Chairman of the Finance Committee; **Rep. Samuel Lee**, Chairman of the Higher Education Committee; **Rep. Virginia Isbell**, Chairman of the Housing Committee, **Rep. Ululani Beirne** and **Rep. Alex Santiago**... **Queca Hosta** and **T. Escude**, artistic directors from the Grand Peninsula theme park in Spain... **Leonard Arrington**, well-known LDS Church historian... **Lunsford Phillips**, attorney for the American Disability Association... **Edith Hawthorne**, wife of former PCC general manager **Lester Hawthorne** who recently completed her Hawaii Temple Mission...

Three Samoan Poets Read Works at BYU-Hawaii

Three poets from Western Samoa shared their work recently in a gathering in the BYU-Hawaii ballroom. They were **Tate Simi**, Commissioner of Labor, his wife **Noumea Simi**, secretary, Ministry of Foreign Affairs and **Sano Malifa**, publisher and editor of the Samoan Observer. Many of their poems probed

Congratulations to Kahuku High School graduates

He po'i na kai uli, kai ko'o, 'a'ohe
hina puko'a.

*Though the sea be deep and rough,
the coral rock remains standing.*

Remain calm in the face of difficulty.



cultural identity, questioned traditional mores and explored past experiences.

Poetic language continues to be important in Samoan oratory and storytelling.



Even in drizzling rain, Princess Siuilikutapu of Tonga enjoys the presentation by PCC's Hawaii Islanders.

DMBA HOTLINE

DMBA is offering a program for reserve spending accounts to all PCC employees which allow them to pay, with pre-tax dollars, some dependent care and medical/dental expenses not covered by their employee benefit plans. This reserve is called a Flexible Spending Account.

The Flexible Spending Account (FSA) is like a personal checking account held for specific purposes, in which employees deposit money throughout the year. But it is unique because:

- The employee decides before the beginning of each year how much his/her deposit for the year will be.
- The employee uses the money only to pay for his/her eligible dependent care costs and medical/dental costs that are not covered by insurance.
- The money employees deposit in their accounts is deducted from their salary before it is taxed, giving them the benefit of some immediate tax relief.

The key advantage of the FSA is employees save on the FICA, Federal and State withholding taxes with the money employees allocate to their accounts.

It is recommended employees carefully plan out how much their dependent, medical/dental (out-of-pocket) expenses might be for the year, sign up with DMBA in November (open enrollment period) and the benefits will begin on January 1 of the following year.

The deposits to the FSA account will be made through payroll deductions and employees can pay all their medical, dental and dependent care expenses with pre-tax dollars.

For further information, call DMBA at 293-3970 or visit their office in the Administration Building.



HANA HOU



TO DO AGAIN, REPEAT, RENEW, REPAIR, MEND, ENCORE

ETHICS CHECK FOR PCC EMPLOYEES

by Miller Soliai
Training Manager

Everywhere we turn today there are signs of ethical deterioration. In government, hardly a day goes by without some public official being involved in scandal on Capitol Hill or the White House. In education, cheating scandals among students and under-the-table payments to college athletes by alumni and boosters have become common place.

Here at the Polynesian Cultural Center, our employees are faced with moral and ethical decisions every day. For instance – whether to take that tip from an appreciative guest knowing our policy forbids such an action; the maintenance worker who finds a wallet with money while cleaning the grounds and considering whether to turn it into Lost and Found or keep it.

Ken Blanchard in his book, "The Power of Ethical Management", asks three questions to decide whether our actions are ethical or not. He calls it the Ethics Check:

Question One: Is it legal?

In answering this question, one should take into consideration company policy, which includes our Code of Conduct and Standards policy. Basically our policy requires the highest standards of honesty, integrity and fairness by every employee when engaging in any activity concerning the company – particularly in relationships with guests, competitors, suppliers, and other employees.

Question Two: Is it balanced?

Is the decision going to be fair or will it heavily favor one party over another in the short or long term. Win-lose situations that may favor us

invariably end up lose-lose situations – taking a sick leave when you're well may leave you with insufficient days to recuperate when you're really ill.

Question three: How will it make me feel about myself?

This last question is really the clincher. An unethical act will erode self-esteem. Questions like 'How would I feel if my actions were published in the newspaper?' or 'Would I like my family to know?' John Wooden, legendary UCLA basketball coach, said it well: "There is no pillow as soft as a clear conscience."

The ethics check helps PCC employees examine these sometimes difficult choices at several different levels. The three questions each clarifies a different aspect of the decision.

The Ethics Check helps to take the gray area out of ethical situations. Many people contend there is a big gray area between right and wrong, and they use that as an excuse not to worry about being ethical.

We at the Polynesian Cultural Center should question that logic. It is easy to charge ahead without thinking and then rationalize our behavior after the fact. But the fact of the matter is:

"There is no right way to do a wrong thing."

Sourcenote: Ken Blanchard, "The Power of Ethical Management"

10 Ways To View Our Customers

1. Our customers are the most important persons at PCC.
2. Our customers are not dependent on us – we are dependent on the customers. We work for the customers.
3. The customers are not an interruption of our work. They are the reason for our work.
4. The customers do us a favor by coming to PCC. We are not doing them a favor by serving them.
5. Our customers are as much a part of our business as any other valued resource such as employees, Islands, etc.
6. The customer is not a statistic. They are real people with real feelings and emotions and deserve careful treatment.
7. The customers are not someone to argue with or match wits with.
8. It is our job to satisfy the needs, wants, and expectations of our customers and resolve their problems quickly.
9. Our customers deserve the most attentive, courteous, and professional treatment we can provide.
10. The customers are the lifeblood of our business. Always remember that without customers, we would have no business.

SAFETY TIPS

Large Group Tours

STOP! Is everyone accounted for? Do the group members know your name? Can they identify you later on?

LOOK! Keep checking to make sure the group is intact. Watch out for stragglers. Point out any hazards and indicate caution where necessary.

LISTEN! Are you on schedule to the activities with your group? If not, don't rush or panic them unnecessarily. Keep group members informed and calmed down.



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